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TELECOPY**PLEASE DELIVER IMMEDIATELY****DATE:** January 18, 2006**TO:** UNITED STATES PATENT AND TRADEMARK OFFICE
MAIL STOP RCE
ART UNIT 3621

Andrew T. Spence
Reg. No. 45,699

In re: Hein et al.
Appl. No. 09/656,678
Filed September 7, 2000
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION AND RESOLUTION
AND ASSOCIATED METHOD

Confirmation No. 1936
Examiner: Bradley B. Bayat

Please process the attached the RCE TRANSMITTAL (2 pages), the PRELIMINARY AMENDMENT (15 pages) and the PETITION AND FEE FOR EXTENSION OF TIME (1 page) and please fax confirmation to Andrew T. Spence at 704-444-1111. Thank you.

NO. OF PAGES: 19
(Including cover page)

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